



**face value**  
PERFORMANCE PSYCHOLOGY

# Assertiveness

## A half-day skills workshop from Face Value

Assertiveness is a learned skill and not a trait that a person either 'has' or 'lacks'. And yet we can all find ourselves in situations where our assertiveness or 'mettle' is being tested. Professional people need to possess the ability to be assertive at work, in particular when making reasonable requests of others or withstanding unreasonable demands or behaviour from others. Assertive behaviour promotes equality in human relationships, enabling us to act in our best interests, to stand up for ourselves without undue anxiety, and to express honest thoughts and feelings comfortably without denying the rights of others. Assertiveness is about being respectful and forthright, neither aggressive nor submissive.

In this half-day course, you will cover the following learning outcomes through individual, paired, small- and whole-group activities:

- What is assertiveness and when do you need it most?
- A sequence of assertiveness – from self-focus to appropriate assertion.
- Responding styles – non-assertive, assertive and aggressive.
- Assertiveness types: basic, empathic, escalating, confrontive and I-language.
- Components of assertiveness: content, process and non-verbal responses.
- Tailoring your assertiveness response options to a situation or person specific to you.

### Course key information

- Half-day course (AM or PM).
- Full-day course formats are also available.
- In-person or virtual delivery (MS Teams).
- 3 hours of delivery + 30 minutes of breaks.
- Interactive sessions with small-group work.
- 12 delegates only (min. 6 required to run).
- Full-colour course workbook.
- Refreshments and pastries upon arrival.
- Open/public: £99 + VAT per delegate.
- In-house: £750 + VAT for 12 delegates.

Face Value is a Sheffield-based business which draws on over 30 years of experience in operational management, leadership development, organizational behaviour and neuropsychological coaching to provide evidence-based, bespoke and practical services to businesses across Yorkshire and the United Kingdom. Get in touch today to discuss how we can help you!